

Setting the standards in case management

Dear friends,

Well that was summer! After a bright start in June, July was poor and August disappeared in a deluge. Given the poor weather all of us here at Proclaim CARE decided we might as well do some work; well some of us, as I went to Canada for a great holiday leaving the team slaving over their hot computers. Somewhat worryingly, they didn't need me for anything!

Since our last Newsletter lots has been happening as will be evident from this edition. August saw the end of our financial year. I am delighted to tell you that despite the recession, we continue to be successful, thriving and able to reinvest in new initiatives.

Rehabilitation is going through an exciting phase and much is happening on a national level with the launch of the United Kingdom Rehabilitation Council (UKRC) and also British Association of Rehabilitation Providers (BARC).

I have been involved on behalf of both CMSUK and BARC in discussions with the UKRC regarding the introduction of standards and clear representation of case management as part of rehabilitation. I realise that the picture can seem somewhat confused and I will therefore be very happy to update customers on the current position.

Now that summer is well and truly over it is time for me to continue my business travels around the UK. I am desperately keen to share with you what we are doing, the plans we have for the future and find out lots more about what customers, clients and solicitors want from Proclaim CARE and Absence CARE. Please contact me or Margaret Clarkson if you would like me to come and meet with you.



"I did catch a 21.5lbs salmon!"



Ian Fulton
Managing Director

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STAFF NEWS

Teresa Shaw has been appointed Clinical Director with effect from 01 September 2009.

Tracey Buchanan has been appointed to the Board as Operations and Finance Director. Laura Mackellar has been appointed to the Board as Quality and Compliance Director. These positions took effect from 01 September 2009.

We are delighted to welcome Sue Mosiezny who has joined Proclaim CARE as Severe Injury Case Manager. Sue has many years experience as a Bodily Injury Case Manager, handling many serious injury cases. She has moved to Proclaim CARE from a similar position with one of our competitors.

Margaret Clarkson has been appointed PA to the Board of Directors. Margaret has specific responsibility for providing administrative support to the management and to assist Ian in the Business Development and Marketing. Joan Scott has transferred into the Quality and Compliance team with specific responsibility for CARE Plan quality.

Sharon Alexander and Linzi McKenna have been employed on permanent contracts in Administration following working for Proclaim CARE on temporary contracts. Helen Green has left Proclaim CARE to undertake other nursing work.

We wish them all success.

EMILY'S RETIREMENT

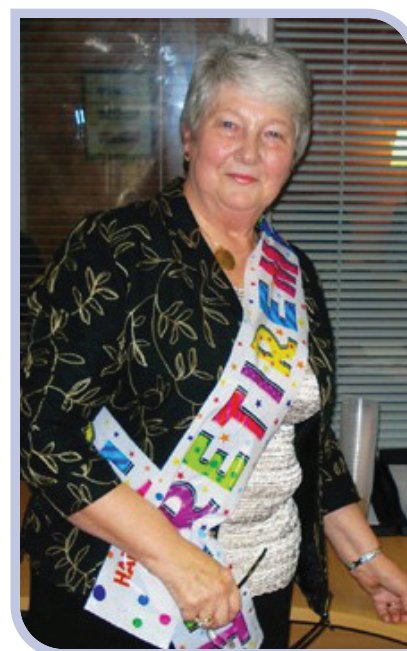
Emily Ferguson was treated to a retirement dinner in the magnificent setting of Chatelherault, the hunting lodge on the outskirts of Hamilton originally built and owned by the Duke of Hamilton. It was a lovely occasion and Emily delivered a heartfelt retirement speech. We wish her well in her retirement.

MEET OUR TEAM

In our last Newsletter we introduced a biopic of our team which can be accessed through our web site. We have updated these to reflect changes in staff and interests that some of our team decided they either didn't like any more or which they have decided to take up! Please check out the updates and if you want to contact anyone just e-mail them. All e-mail addresses are fullname@proclaim-care.co.uk

MARKETING ACTIVITIES

Prior to the summer recess we embarked on a campaign to remind customers of our services and to introduce Proclaim CARE to new case handlers and practitioners. This included contact with insurers and solicitors. This has resulted in cases being referred to us by 26 case handlers in August and September from either insurers or solicitors who have not previously used our service. We would like to continue this campaign and therefore if you would like your team to receive a presentation of our services please contact ianfulton@proclaim-care.co.uk or margaretclarkson@proclaim-care.co.uk to arrange a meeting.



REHABILITATION BEGINS AT HOME

Margaret Clarkson returned to work on the 20th August following her accident in June when she fractured both her arms. We arranged for Margaret to come back on a gradual basis and in September organised a full workplace assessment in preparation for her return to full-time duties in early October. Margaret has not received any NHS physiotherapy treatment and therefore has been attending Hampden as part of her Absence CARE programme. We are delighted that Margaret has made such a speedy recovery and is now enjoying her new position.

OCCUPATIONAL HEALTH SERVICES

We have extended our network of Occupational Health nurses and have 6 based around Scotland; Rosalind Sutherland, Elaine Wilson, Kristin Macleod, Mary Clark, Gail Halleron and Helen Ruddy. Now that we have established our services and customers are pleased with what we are doing we intend extending the network into England. The exact locations will be determined by demand.

This is an exciting new arm to the Company's services. We can provide pre-employment medicals, existing employment medicals, vaccinations (we are providing Flu vaccines) and other dedicated specialist medical services.

You might have insured or client companies who could benefit from our extended range of services. If so, please contact carolannlanigan@absence-care.co.uk

THE REHABILITATION INDICATOR ©

We are moving towards the testing of our unique Rehabilitation Indicator. Clinical validation is being done independently and design of the website is being finalised.

If you would like to find out more about our service please call Ian Fulton on 01698 201576 or e-mail ianfulton@proclaim-care.co.uk

QUALITY AND PERFORMANCE REPORTING

Following employment of our Audit and Compliance Co-ordinator, Phyllis Butler, in May this year, our new audit programme is well underway. This is enabling us to ensure continuous improvement.

On completion of rehabilitation our clients receive a satisfaction survey. We currently have a 52% response rate to these surveys which is excellent. We are currently achieving 90% of the total score available with full marks in areas such as "The Case Manager had a genuine interest to accelerate my recovery back to as near as possible my pre-accident lifestyle" and "The treatment providers were appropriate, professional and genuinely interested in my recovery".

A recent survey conducted with a selection of insurance company handlers and solicitors has returned a high rate of satisfaction with our handling of their rehabilitation cases. More results will follow in future editions.